

## **SPECIAL SOCIAL CARE AND HEALTH SCRUTINY AND OVERVIEW COMMITTEE**

**Thursday 11<sup>th</sup> February 2016 at 6.30 p.m.**

**Conference Room, Council House, Walsall**

### **Committee Members Present**

Councillor M. Longhi (Chair)  
Councillor E. Russell (Vice-Chair)  
Councillor G. Clarke  
Councillor D Coughlan  
Councillor T. Jukes  
Councillor I. Robertson  
Councillor J. Rochelle  
Councillor I. Shires  
Councillor P. Bott  
Councillor E. Hazell  
Councillor A. Hicken

### **Portfolio Holders Present**

Councillor E. Hughes (Care and Safeguarding)  
Councillor R. Martin (Public Health and Well-Being)

### **Officers Present**

Paul Gordon – Head of Business Change  
Keith Skerman – Executive Director (Adult Social Care)  
Peter Browne – Community Director Walsall Healthwatch  
Nikki Gough – Committee Business and Governance Officer

### **55/15 Apologies**

There were no apologies for the duration of the meeting.

### **56/15 Substitutions**

There were no substitutions for the duration of the meeting.

### **57/15 Declarations of interest and party whip**

There were no declarations of interest or party whip.

## **58/15 Development of non CQC personal care market**

The Executive Director introduced the item and talked Members through the presentation slides (annexed). The item had been requested in response to a query raised at a previous committee meeting.

The Committee was informed that personal assistants offered a range of services to allow people to develop skills in completing everyday tasks such as travel and financing. Personal Assistants were credit checked and the Council's internal auditors considered this to be a safe and robust system.

Members were informed that 72 personal assistants were on the register and there had been no complaints received since 2011. The Chair suggested that it seemed strange that no complaints had been received at all and Members questioned if this was because Service Users did not feel able to raise concerns. Officers responded to say that service users were aware of procedures that were in place to ensure safeguarding.

The Executive Director agreed to provide Councillor Shires with information on community hubs and personal assistants.

Members were informed about the 'Shared Lives' service which was a Council run service of carers offering accommodation with support in their own homes. It provided long term, short break and day placements. At the current time 44 carers supported 55 people – mainly people with learning disabilities, mental health problems and older people.

Charges for personal assistants were described. Officers confirmed that individuals were invoiced on a monthly basis.

### **Resolved:**

**That the report be noted.**

## **59/15 Adult Social Care and Inclusion Annual Statutory Complaints Report**

Officers presented the report (annexed) and stated that it covered the period of 1 April 2014 to 31 March 2015, and reports on complaints made by, or on behalf of people who received support / services from Adult Social Care in Walsall. It was a statutory requirement to produce an annual report, to provide an overview of all complaints received, and make it available to the public. A discussion was held around methods of communication when complaining and what was classed as an 'official' complaint.

Members noted that 3 complaints were found to be due to maladministration. The Executive Director stated that in these cases the Ombudsman would make recommendations for compensating a person.

Members asked if the two serious case reviews carried out recently will be considered by the scrutiny committee. The Chair stated that he was keen for them to be considered by the Committee and Officers clarified that they were not yet ready for consideration by the Committee. A report on step down beds was also requested prior to the end of the municipal year.

**Resolved:**

**That the report was noted.**

**Exclusion of Public**

**Resolved:**

**That during consideration of the remaining item on the agenda, the Committee considers that the item is exempt information by virtue of paragraph 1 of Part 1 of schedule 12A of LGA, 1972 (as amended) and accordingly resolves to consider this item in private.**

**60/15 Independent review of Healthwatch Walsall**

The Committee received the report and deliberated the findings. They received assurance about the Councils confidence the Health watch Walsall, as an organisation, was fulfilling its contractual obligations. Members considered the manner in which Healthwatch Walsall was held to account and how findings were communicated to commissioners.

**Resolved:**

**That the report was noted.**

Signed: .....

Date: .....